

# COVID-19 UPDATE #16

We acknowledge the magnitude of the continued impact of COVID here in Australia and around the world and the stress and anxiety many people have in these uncertain times. Many of you are still unable to get to your destinations and unable to travel at all. For all latest updates on the current situation in South Australia, please visit [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) and [www.covid-19.sa.gov.au](http://www.covid-19.sa.gov.au)

We would like to offer our assurance to our guests who have already booked a stay with us and encourage those of you who are still planning a holiday for the future with the following information about our flexible booking policy and measures we are taking to ensure the health and safety of our guests and staff.

## Booking cancellations and date changes

We understand that travel conditions and rules are still continually and rapidly changing, so if you have made a booking with us and are unable to travel due to travel restrictions imposed by your country or ours, existing border closures or sickness related to COVID19, or do not feel comfortable travelling at this time, we will certainly be flexible and enable you to change your dates for another time in the future. To enable you to continue to make future holiday plans, with the continued uncertainties, our booking policy includes the following clause: **\*COVID19 - Flexible booking policy as of 15 March 2020: Due to the current uncertainly with travel, date changes will be able to made on any bookings where you are unable to travel due to forced travel restrictions or sickness related to COVID19.**

For all our guests who are impacted by COVID, be it due to travel restrictions or illness, and cannot make their planned trip, we are offering our guests 3 choices:

1. Change to new dates (no change of date fee charged)
2. Put booking on hold and in credit to use to re-book at a later stage (no change of date fee charged) New dates will be able to be re-booked at the same rate/package that you have currently booked under. There are no restrictions or time limit on when you can rebook.
3. If outside 30 days of arrival, cancel and receive a full refund less \$50 cancellation fee.

Please note: Date changes will be possible at any time prior to arrival. A refund less \$50 cancellation fee will only be available for bookings cancelled more than 30 days prior to arrival. Please refer to our website for our [complete booking policy](#)

While we able to offer the above stated flexibility for your booking, we recommend that you consider carefully that you do need to personally carry the risk of potential financial loss, travel restrictions, disruptions or delays to you stay and health risks associated with travel at this time before making your booking. If you would like to discuss our booking terms or your travel plans have been disrupted, please call us to directly to discuss your situation. P 0417 848 977

## Travel restrictions between and within Australia's states and territories

Rules and conditions on intrastate regional travel within SA changes quickly. For interstate travellers, the rules on travellers entering SA directly from other states continue to change quickly and with little or no warning. The quarantine rules upon return after visiting SA continue to change. Please stay up to date with the latest travel restrictions and your responsibilities by visiting the official **SA Government COVID website** [www.covid-19.sa.gov.au/restrictions-and-responsibilities](http://www.covid-19.sa.gov.au/restrictions-and-responsibilities) and your own official state government website. Do not rely only on the information provided in our update.



## Ensuring your health and safety when you stay

The Barossa is a long way from busy streets and crowded train stations. We have a special type of luxury here, fresh clean air, wide open spaces and plenty of distance between us. When you stay with us you are not staying in a large hotel, close to many other people. Your cottage or suite is fully self contained and completely yours. We can have your cottage fully stocked with everything you need and you will not need to come in close contact with anyone else during your stay, or go anywhere at all if you don't want to! You will just have the company of the birds, the native trees and vines surrounding you!

**We are a Quality Tourism Accredited Business and have completed the documentation and procedures required to achieve COVID-19 Clean Practicing Business Accreditation within the Quality Tourism Framework.**

Our Guest Services staff are well trained and have a high level of attention to cleanliness and you can be assured that, as always, your suite or cottage will be cleaned to our highest standards. Our cottages and suites undergo a full and extensive "top to bottom spring cleaning" on a routine and regular basis. We are also providing further sanitary precautions in line with the current health recommendations. You will find a bottle of hand sanitiser, antiseptic hand wash, disinfectant wipes and spray in your room for your use. When preparing the rooms between outgoing and incoming guests, once the room has been fully cleaned, our guest services staff spray all high touch areas, such as light switches, door handles, taps, remote controls etc with antiseptic spray as the final task. We are scheduling extra cleaning time and rostering on extra staff for cleaning to ensure there is plenty of time for our staff to carry out thorough cleaning between guests and also to allow time before our staff enter the cottage to clean after guests depart, to ensure we are keeping our staff safe as well. Please note, as such, early check-in and late check-outs may not always be possible when requested. Our staff are frequently hand washing, wearing gloves and masks when required and are following social distancing protocols. Our staff are checked for wellness and are not permitted to work if they are unwell. Our linen supply company have also provided us the assurance that they have put in place a high level of sanitising processes.

We ask that you take responsibility for your own well being and show care for others, by communicating with us if you or those you live with have been unwell or you have been in contact with any confirmed cases before travelling to the Barossa and before your arrival at our property. When you visit our region, we ask that you make every effort to comply with social distancing. We also encourage you to download the COVID-Safe App and to use the QR-Code check-in when visiting Barossa businesses. Please continue to make sensible choices and informed decisions and follow the advice of government and current official health recommendations.

For more information please visit **SA Health, SA Government** or **World Health Organisation** for current updates.